GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:3365
ANSWERED ON:05.08.2016
Insurance Premium
Nishank Dr. Ramesh Pokhriyal

Will the Minister of FINANCE be pleased to state:

(a) the details and percentage of insurance premium in India is low to the Gross Domestic Product (GDP) and if so, the details thereof;

(b) the comparative percentage of the disputes in respect of claims in the insurance sector in the country vis-a-vis foreign institution companies; and

(c) the steps taken by the department to accelerate settlement of the disputed claims in this regard?

Answer

Minister of State in the Ministry of Finance

(a) to (c) The details and percentage of Insurance premium in India with reference to the Gross Domestic Product (GDP) commonly referred as Insurance Penetration for the last two years are as under:

Particulars	2014 (%)	2015 (%)
Life Insurance Penetration	2.60	2.72
Non-Life Insurance Penetration	0.70	0.72
Total Insurance Penetration	3.30	3.44

The comparative percentage of the disputes in respect of claims in the insurance sector is given in Annexures I & II.

IRDA (Protection of Policyholders' Interest) Regulations 2002 prescribes procedures for settlement of claims in respect of life and general insurance policies.

As per IRDAI Circular dated 11-2-2009, all Insurers to inform through policy documents certain minimum information on Grievance Redressal Procedure of insurance companies and also information relating to the ombudsman.

IRDAI analyses the claims data of Life Insurers every quarter and abnormal variations/ deviations from the regulatory norms noticed and discrepancies, if any are taken up with the insurers. The Authority also conducts focused onsite inspection in case any grave irregularities are noticed in the claim settlement by the insurer or during the course of redressing the grievances of the policyholders related to the claim settlement and accordingly, regulatory and corrective measures are initiated.

IRDAI has put in place an online grievance portal www.igms.irda.gov.in and a toll free grievance call centre (155255) to address the grievances of policyholders.
*****